

Customer Service Report for SCB

For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
General Info	1	0	0	0	0	0	0	0	1	0	5
Password Reset	3	0	0	2	0	0	0	0	5	0	5
Register/Open	1	0	0	0	0	0	0	0	1	0	0
Application Support											
COTS-Other/Install	1	0	0	0	0	0	0	0	1	0	4
Helix Support											
Apps/Exodus/WebTer mX	1	0	0	0	0	0	0	0	1	0	3
Apps/Matlab/Mathemat ica	1	0	0	0	0	0	0	0	1	0	4
Apps/Other	3	0	0	0	0	1	0	0	2	0	2
Info/Biowulf	1	0	0	0	0	0	0	0	1	0	3
Info/General	3	0	0	0	0	0	0	0	3	0	6
Grand Total:	15	0	0	2	0	1	0	0	16	0	4

Total Tickets Closed:	16
Total Tickets Assigned/Pending/Checked Out:	1
Total Tickets Created:	17